

ELDERLY AND DISABLED TRANSIT ADVISORY COMMITTEE (EDTAC)

Committee Meeting Minutes

Via video-conferencing

119 Lower Beech St – Wilmington and 900 Public Safety Blvd – Dover

Wednesday, May 10, 2017

1:00 – 3:00 pm

The Elderly and Disabled Transit Advisory Committee (EDTAC) met Wednesday, May 10, 2017 at 1:00 pm via Skype from DART First State offices in Dover and Wilmington.

In attendance:

EDTAC Members

Diane Schilling, Easter Seals

Melissa Martin, Vice Chair

Blake Roberts

Bruce Fisher

Darlene Cole, DVI

Ken Moore, CHEER

DTC Representatives

Belinda Strickland, ADA Compliance Specialist

Marcella Brainard, Chief Manager Mobility

Margaret Webb, Paratransit Manager

Carmela Tate, Paratransit Support Services

Steve Ottinger, Planning

Angela Brozena, Reservationist Supervisor

Bonnie Hitch, Director Civil Rights

David Lewis, Eligibility Supervisor

Althea Lanier, EEO/AA

Corey Burris, Customer Service Manager

Guest:

Debbie Dunlap (advocate)

Anne Dunlap (consumer)

Lloyd Schmitz

Members Absent

Addie Pack, Chair

Mary Greer

Brian Eng

Kathleen McCool

Call to Order

Round Table Introductions

Minutes from March 2017 were approved with one change member Diane Schilling was added.

Travel Training Update: Presented by Eligibility Supervisor David Lewis
DTC will be looking into developing a Travel Training program. David has been visiting other transit agencies to see how they have their programs set up. The plan is to have a program in place by 2018 or 2019. Right now training is done upon request and offered to individuals who go through the recertification process. Bruce Fisher has a travel training program where he introduces school students to fixed route services and DTC provides a bus for training. David also gave data from 2016. There was 2732 applications completed and 514 were unable to process due to customers refusing to go out for functional assessment.

Carmela Tate, Paratransit Support Manager also mentioned that due to staffing DTC is unable to commit to training full time. Only current paratransit riders will be trained at this time.

Level of service: Presented by Bonnie Hitch, Civil Rights Director

Bonnie wanted to have the committee revisit allowing riders to have a choice of door to door or curb-to-curb. There have been several riders who would rather have the curb-to-curb rather than door-to-door. There would be several things to consider if DTC offered this level of service such as:

- Flexibility and independence for the rider
- Operational concerns

Committee members wanted to know what would be the next step to implement.

- Change of policy (draft)
- Internal procedures (Eligibility/Reservations)

As DTC develops things we can email information to the committee. Bonnie mentioned King Metro in Seattle had a good policy for curb-to-curb.

EDTAC Membership Discussion and vote:

Melissa informed everyone there were two individuals who sent in a written request wanting to become EDTAC members Debbie and Ann Dunlap. It was decided by the Dunlap's that Debbie would be the committee member and Ann would come as the consumer. Debbie Dunlap was voted in by the committee. Blake Roberts so moved and Bruce Fisher second everyone was in favor.

DTC Updates:

Bonnie Hitch, Civil Rights Director

- Discussed No Show Policy and implementation of progressive discipline. Reservations have been sending out No Show letters and calling riders and it seems there is still disregard for cancelling trips within the timeframe allotted. Individuals do have a right to appeal and would need to have a process like the one eligibility has for customers. Suggested that the appeals hearing be open to other paratransit riders if EDTAC members are not available. It was suggested that we have a training manual and a training session to give guidelines

regarding the process and how it works. It was also stated that at least one EDTAC member should be a part of the appeals process.

Planning/Steve Ottinger

- On May 21, 2017 there will be a service change.
- Beach service is already running on weekends Route 201 and Route 208 service in Lewis, Rehoboth, Dewy and Ocean City with minor changes information on DTC website.

Reservation/Carmela Tate

- Eminent Reminder Calls is still a piolet program. Issues are still being worked out. Consumers can call in to request to be added to the list for calls which can only be sent to a cell phone.

Other comments:

- Marcella informed the committee that from U&D Institute for Public Administration would like EDTAC to be a part of their studies regarding mobility management and specialized transportation in Delaware. They are finishing up there reports and will email a synopsis of the coordinated plan for the committee to review and maybe they can be on the July agenda to discuss further.

Melissa asked that if there was anything they wanted to have on the July agenda please contact her or Belinda Strickland, ADA Compliance Specialist.

ADJOURN

Next Meeting:

Wednesday, July 12, 2017

1:00-3:00